



## Remote Support

## User Guide

V2.0

[www.FieldIT.co.uk](http://www.FieldIT.co.uk)

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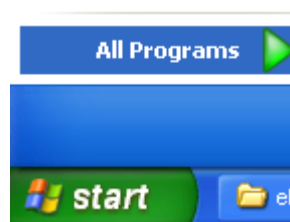
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## Introduction

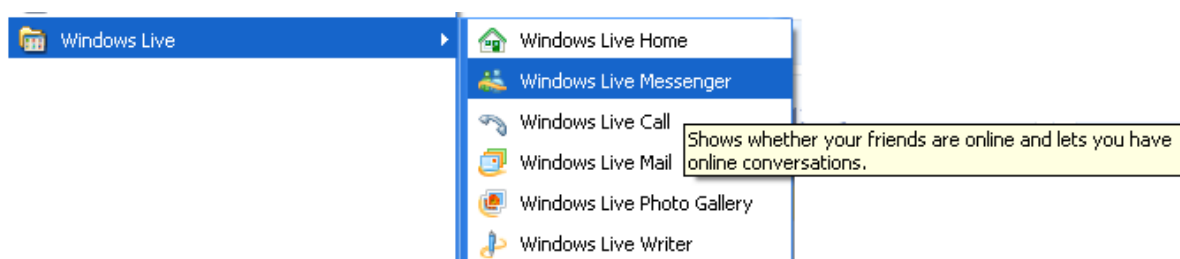
This User Guide aims to explain how FieldIT can access your PC remotely using Windows Live Messenger.

## Checking you have Windows Live Messenger installed

To check you have Windows Live Messenger installed please click on the Start Menu and select "All Programs".



A list of folders will appear and within this list you will find "Windows Live". Please select "Windows Live Messenger" from this menu folder.



If you cannot find Windows Live Messenger you will need to install the software from the following location:

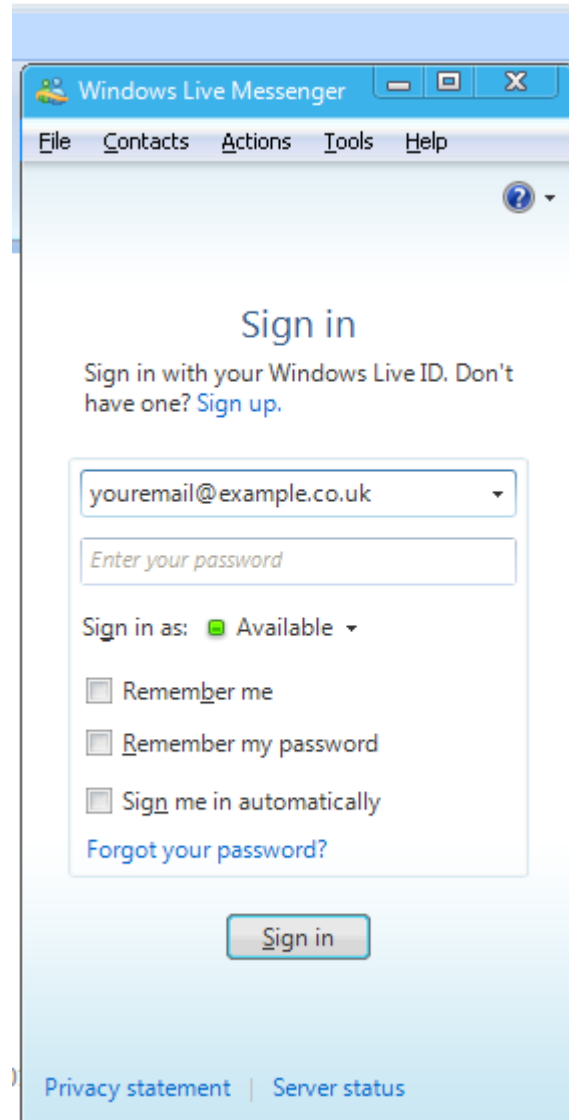
<http://messenger.live.com>

## Signing into Windows Live Messenger

Once the Windows Live Messenger screen opens you will be asked for your user name and password. Please enter these details and press “Sign in”.

If you do not have a user name and password please register for one at:

<https://account.live.com/>

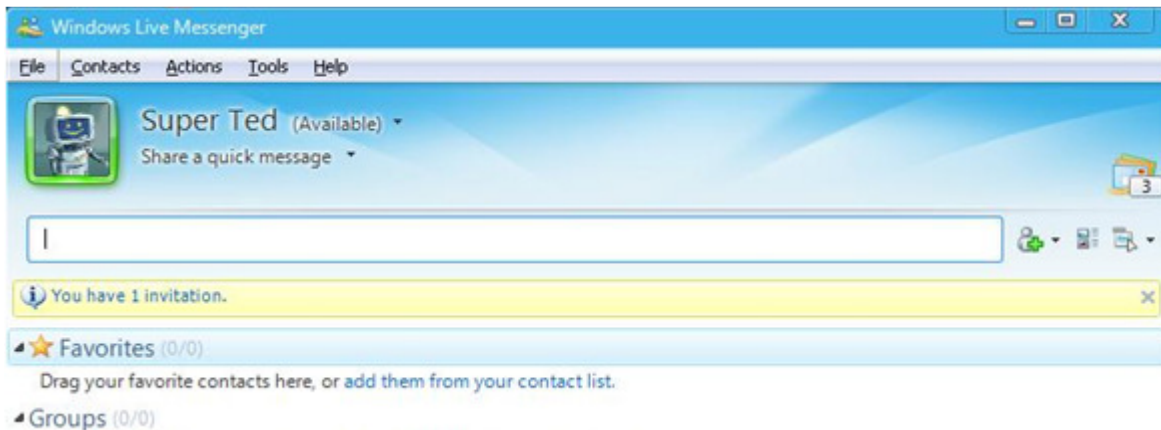


The image shows a screenshot of the Windows Live Messenger application window. The title bar reads "Windows Live Messenger" with standard minimize, maximize, and close buttons. The menu bar includes "File", "Contacts", "Actions", "Tools", and "Help". The main content area is titled "Sign in" and contains the following elements:

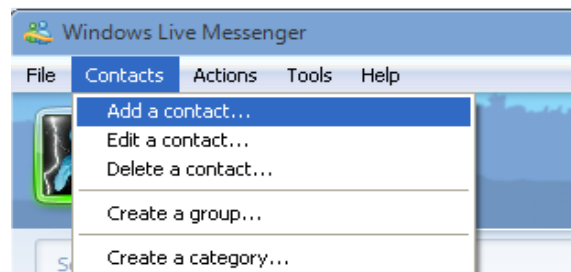
- A text prompt: "Sign in with your Windows Live ID. Don't have one? [Sign up.](#)"
- A text input field containing the email address "youremail@example.co.uk" with a dropdown arrow on the right.
- A password input field with the placeholder text "Enter your password".
- A "Sign in as:" label followed by a green status icon and the word "Available" with a dropdown arrow.
- Three checkboxes:
  - ☐ Remember me
  - ☐ Remember my password
  - ☐ Sign me in automatically
- A link: "Forgot your password?"
- A "Sign in" button.
- At the bottom, two links: "Privacy statement" and "Server status".

## Adding FieldIT to your Contact List

When the main window is open press “Alt” on your keyboard to get the menu.



As shown below you should then select “Add a contact” from the “Contacts” Menu.



The below window will then open and you should enter [support@fitmail.co.uk](mailto:support@fitmail.co.uk) in the “Instant messaging address” box. Press “Next” and complete the process. You will have to wait a period of time as FieldIT will need to approve the request. You will be notified via email when this is done.

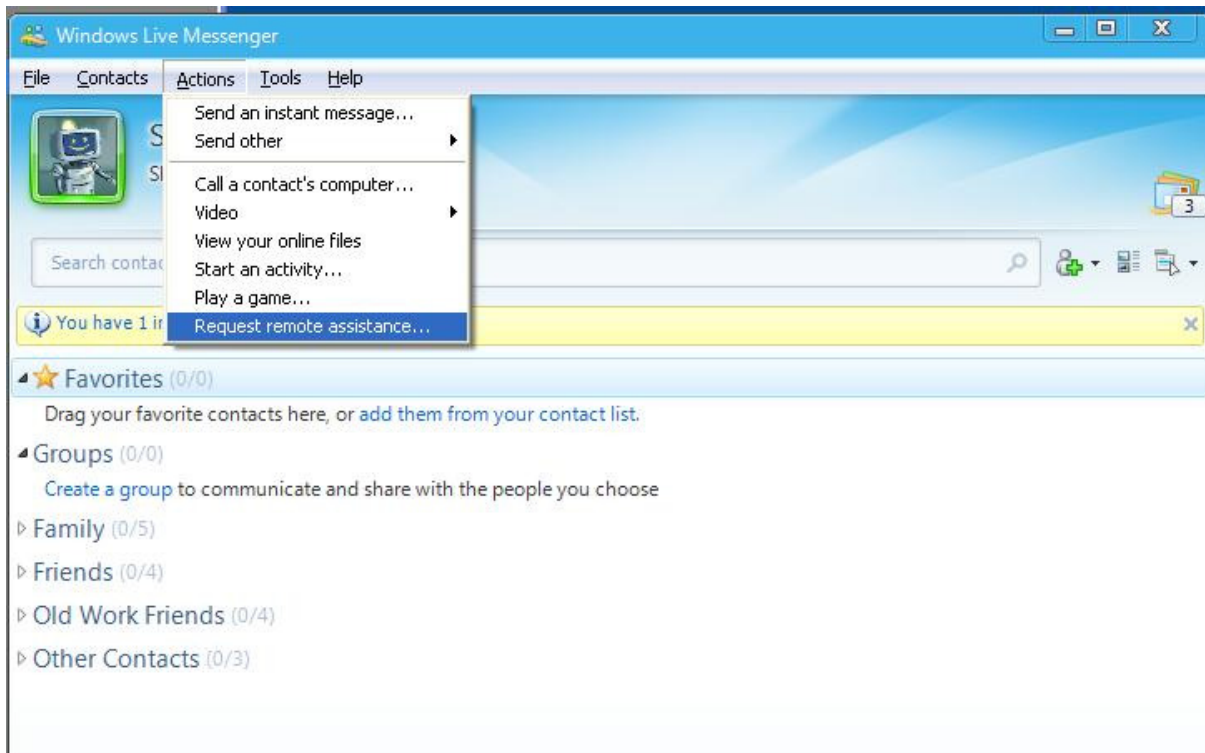
A screenshot of the 'Enter the person's information' dialog box in Windows Live Messenger. The dialog box has a title bar with 'Windows Live Messenger' and a close button. The main text reads 'Enter the person's information' with a help icon. Below this is a description: 'Enter an instant messaging address, mobile device number, or both. When you add someone to Messenger, they also become part of your network on Windows Live.' There are three input fields: 'Instant messaging address' (containing 'support@fitmail.co.uk'), 'Mobile device number (for sending IMs as text messages):' (with a dropdown for 'Select the country or region'), and 'Add to a category (select one)' (with a dropdown). At the bottom right are 'Next' and 'Cancel' buttons.

### Starting a remote support session

You will need to agree with FieldIT an appropriate time for the remote support session. Once you have agreed this time please follow the process below. If you need to agree a time please do this by submitting a new ticket at <http://support.fieldit.co.uk>.

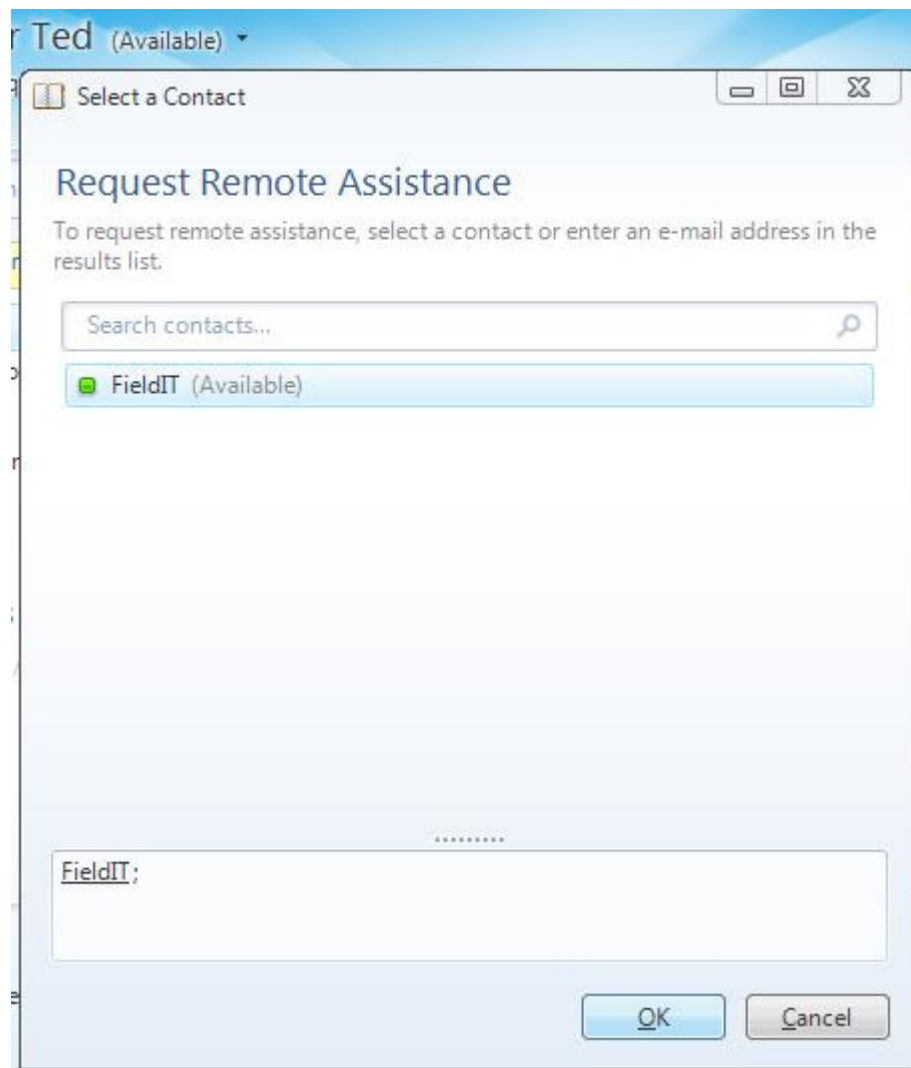
On the main Windows Live Messenger window ensure the menu is showing as below by using the “Alt” key if applicable.

Please select “Request remote assistance” from the “Actions” menu.



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On the “Request Remote Assistance” window please select FieldIT and press “OK”. If FieldIT does not appear as “Available” in the list this means we are not signed in. Please contact us via <http://support.fieldit.co.uk>



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A Messenger window will show “FieldIT has accepted your invitation to start Remote Assistance”. After this you will be promoted several times to continue allowing FieldIT to take access.





## During the remote support session

- Once FieldIT has taken control of your PC/laptop please stay close as we may be automatically disconnected from time to time and require reconnecting.
- You should also keep a close eye on the messenger window above as we will type instructions and information to you via this window.
- Please avoid taking control of the mouse and keyboard while FieldIT are in control of you PC/laptop unless sending FieldIT a reply.

